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# Massachusetts State 911 Department Newsletter

## 40th Public Safety Communications Academy Graduation



Pictured above : 40th PSCA graduates, trainers, department heads, and guest speaker Lynn Police Chief Kevin Coppinger (far right).

### Arlington Police Dept.

Jordenn White

### Ayer Police Dept.

Cheryl Shraison

### Bedford Police Dept.

Meghan Feeny

### Billerica Police Dept.

Gary Grant

### Brookline Police Dept.

Anne Bailey

Stephen Hollisian

### Cambridge Communications

Joshua Bailey

Janine Dusablon

Juliatt Schiff

Mary Wright

### Dukes Country Sheriff

Prudence Fisher

Renee Stampien

### Fall River Police Dept.

Cory Campion

### Lowell Police Dept.

Karen Engvik

Christopher LeMay

Daniel Westaway

### Medway Police Dept.

Lauren Swarthout

### Methuen Police Dept.

Kayla Perry

Reading Police Dept.

Alyssa Bryan

Cheryl Nahigian

### Salem Police Dept.

Michael Prosiniewski

### Springfield Dispatch Center

Samea Bowens

Jonathan Danek

Mathew House

### Westminster Police Dept

Edwin Sepulveda

### Trainers

Juanita Bracero

Kevin Lewis

### Speakers

Frank Pozniak,

State 911 Executive Director

Monna Wallace,

State 911 Programs Director

Kevin Coppinger,

Lynn Police Chief

Edwin Sepulveda



## Updates from our Systems Division



### MLTS Information

Did you know that operators of Multi-Line Telephone Systems (MLTS) are required by 560 CMR 4.00: Regulations Governing Enhanced 9-1-1 Service for Multi-line Telephone Systems to provide the same level of enhanced 9-1-1 service as is provided to others in Massachusetts? The regulations require that the operator of a MLTS provide a sufficiently precise indication of a caller's location so that emergency response services may be dispatched to the specific location of the caller in an effort to enhance response times and help save lives and property.

You may find the resource link regarding MLTS at:

<http://www.mass.gov/eopss/agencies/state-911/multi-line-telephone-system-mlts-regulations.html>

For additional information, you may email [mlts911@state.ma.us](mailto:mlts911@state.ma.us) or contact Norm Fournier at [norm.fournier@state.ma.us](mailto:norm.fournier@state.ma.us) or (508)-821- 7209.

## Next Generation 9-1-1 News Flash



Much work has been completed on the Next Generation 9-1-1 system. With the equipment and circuits installed at both data centers, and equipment and circuits installed at the Training Centers, General Dynamics Information Technology (GDIT) continues their testing and remediation efforts in preparation for formal acceptance testing. More testing and validation work will be completed before the first PSAP is cut.

GDIT is currently testing inbound cell calls. During this testing, cell phone calls are transferred to various locations, including transferring to a Next Generation 9-1-1 site and transferring out of the Next Generation 9-1-1 system to a Vesta PSAP ensuring ANI/ALI information is displayed properly and location mapping is correct.

GDIT and Emergency Call Works (ECW) have completed their review of the ACD PSAPs, and the expectation of the State 911 Department is that the requirements gathered at these meetings will be incorporated into the ECW user interface. As these user interface updates are completed, GDIT tests the installation in the pre-integration environment before rolling the updates out.

At this point in time, we look forward to starting formal acceptance testing shortly. If you have any question on the Next Generation 9-1-1 project, please feel free to contact Tricia Pries at 508-821-7206 or via email at [tricia.pries@state.ma.us](mailto:tricia.pries@state.ma.us)



## Updates from our Fiscal Division



The FY 2016 Training Grant and EMD/Regulatory Compliance Grant and FY 2016 Support and Incentive Reimbursement forms are available on the State 911 Department's website ([www.mass.gov/e911](http://www.mass.gov/e911)). Please be sure to use the correct forms when submitting reimbursements.



**Helpful Hint:** It is suggested that PSAPs, Regional PSAPs, and RECCs review the approved grant applications, including the listing of certified telecommunicators contained on said applications, when completing reimbursement requests. This review will assist in ensuring that all items and/or certified telecommunicators are eligible under the grant, thereby avoiding delays and/or reductions in payment of reimbursements.



**Reminder:** All FY 2015 requests for reimbursement must be filed by **December 31, 2015**, in compliance with grant guidelines. Please review your FY 2015 grants to ensure all reimbursements are filed by the deadline.



**Need Assistance?** For assistance with your FY 2016 grant applications, please contact Cindy Reynolds at 508-821-7299. For assistance with reimbursement submissions, please contact Michelle Hallahan at 508-821-7216.

## Regionalization Update



The South Worcester County Communications Center (SWCCC) celebrated their one year anniversary on November 20, 2015. The South Worcester County Communications Center is located in Webster and provides 9-1-1 support to the town of Dudley.

Representatives of the State 911 Department and neighboring communities were invited to the open house. The Director, Greg Lynskey, provided a guided tour of the center. Greg provided much insight by answering all questions as they arose.

The SWCCC strives to provide the highest level of emergency communications and dispatch services to its member communities. They hope to expand their center to serve other communities in the near future and to be a model for future centers that may develop.

## Updates from our Training Division

### **“Vendor Hosted” Emergency Medical Dispatch (EMD) Certification Training.**

The training listed below will take place at a State 911 Department training facility. However, all applications and correspondence regarding the training should be directed to the Vendor and not the State 911 Department.

#### **APCO EMD**

To register for APCO EMD courses contact, **Shannon Tucker** by telephone at 386-944-2485 or by email at [TuckerS@apcointl.org](mailto:TuckerS@apcointl.org)

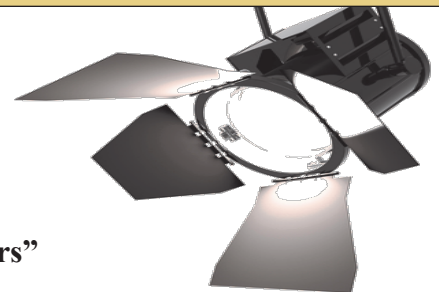
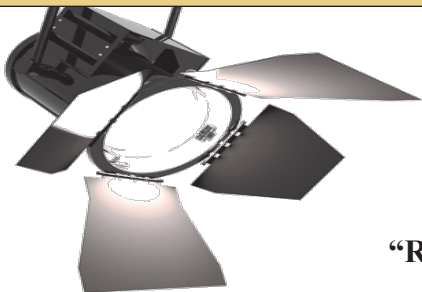
- APCO EMD Taunton January 19 – 22, 2016
- APCO EMD Taunton February 2 – 5, 2016
- APCO EMD Maynard February 16 – 19, 2016
- APCO EMD Taunton March 1 – 4, 2016
- APCO EMD Springfield March 8 – 11, 2016

#### **PowerPhone EMD**

To register for PowerPhone EMD courses contact, **Nancy Aery** by telephone at (203) 350-0337 or by email at [nancy@powerphone.com](mailto:nancy@powerphone.com)

- PowerPhone EMD Springfield January 12 – 14, 2016

## *In the Spotlight for January 2016*



### **“Railroad Training for 9-1-1 Dispatchers”**

The course was prepared by Richard Towle, Federal Railroad Administration Liaison Officer, Charles Edgerly, Crash Reconstruction Officer, Andover Police and Glenn, MacNeill, Pan Am Railways Safety Department Manager.

The goal of this **four (4) hour** course is to familiarize attendees with the unique problems created with a train derailment, haz-mat release, motor vehicle crossing collisions and a basic understanding of railroad operations. The course will also will provide attendees with information on the Emergency Notification System (ENS) being implemented by identifying and placing of signage at all highway and railroad crossings.

The training is scheduled for Wednesday January 13<sup>th</sup>, 2016 from 8:30am – 12:30pm and will take place at the Holbrook Public Safety Building, 300 South Franklin Street, Holbrook MA.

**To register for the course or if you have any questions about the training, please contact Director of Communications, Steve Hooke at 781-767-6461 or email him at [shooke@ncrecc.com](mailto:shooke@ncrecc.com).**

If you would like to have an upcoming approved training spotlighted in our newsletter, please contact Monna Wallace at [monna.wallace@state.ma.us](mailto:monna.wallace@state.ma.us).

## Massachusetts Equipment Distribution Program



The Massachusetts Equipment Distribution Program (Mass EDP) offers a variety of adaptive telephones for Massachusetts residents with a permanent disability. There is a simple application process that verifies the applicant's residence and disability. If the applicant's annual income is \$50,000 or less, there is no charge for the telephone.

For an application or more information about Mass EDP, visit the website at [www.mass.gov/massedp](http://www.mass.gov/massedp) or call our customer service center at 1-800-300-5658 voice/TTY.

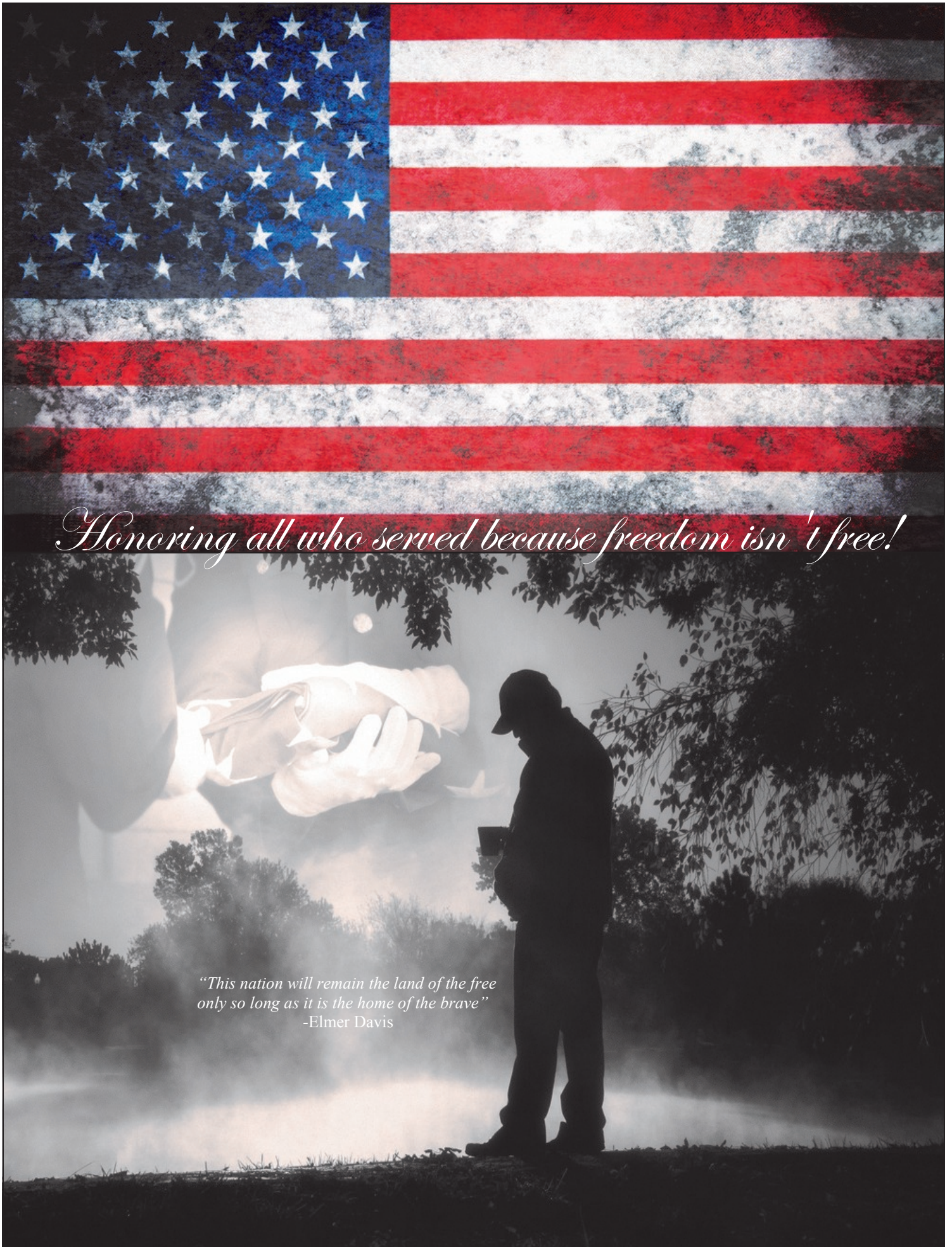
This month we are featuring the "Serene HD 40S" telephone. This particular phone is designed to assist people that are hard of hearing or have low vision.

### *THE SERENE HD 40S TELEPHONE*



- Technology amplifies the outgoing voice by an incredible 40dB.
- Amplifies the incoming sound up to 18dB
- 9 easy to use photo-memory buttons for one-touch dialing
- Two (front and side) visual ring flashers that flash when the phone rings
- 95+dB super loud ringer with adjustable ringing volume and tone controls
- Battery backup for power outages (batteries not included)
- Hearing aid compatible handset





*Honoring all who served because freedom isn't free!*

*"This nation will remain the land of the free  
only so long as it is the home of the brave"*  
-Elmer Davis

# Massachusetts

# 9-1-1

Help is  
at your  
fingertips.



[www.mass.gov/e911](http://www.mass.gov/e911)



Massachusetts State 911 Department  
1380 Bay Street  
Building C  
Taunton, Massachusetts 02780

SAVE A LIFE. STOP A CRIME. REPORT A FIRE.